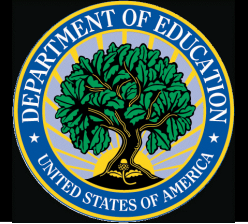*"We Help Put America Through School"*

TO 51 – Rational Tool Implementation Support
Deliverable 51.1.3f Monthly Tool Support Activity Report - July

July 8, 2001

Report Agenda

- **Team Updates**

- **Tool Metrics**

- **Project Status and Descriptions**

- **Issues and Action Items**

- ## Updates to coaching course material
  - No updates this period

- ## Continuous Improvement Process updates
  - Consistent Answers ClearQuest State Transition Matrix and Requirements spreadsheet developed based on existing Rational Support Team templates. (not included with deliverable)
  - Rational Server Test Plan – draft of document detailing ClearQuest and RequisitePro tests run on the new server with results. (Rational Server Test Plan.doc – included with the deliverable)
  - Rational Server Install Log – document detailing the processes following in setting up the new server to run Rational ClearQuest and RequisitePro version 2002. (InstallConfigLog.doc – included with the deliverable)
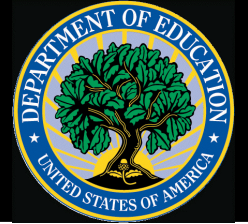
- Best Practice documents repository
  - The deliverables submitted by the Rational team and other key documents will be stored in eProject in the Documents section of the "TO 51 – Rational Tool Implementation Support" project. The complete repository will be delivered to FSA at the completion of the Task Order.
  - The following documents were added to eProject:
    - 51.1.3 Deliverables
      - TO 51.1.3f July Report.ppt (NEW)
    - Other
      - Rational Server Test Plan (Rational Server Test Plan.doc – NEW)
      - Rational Server Install Log (InstallConfigLog.doc)

Tool Metrics

	In-Production Projects	In-Progress Projects	Planned Projects
ClearCase	•FMS •Portals Rollout	•EAI	•eCBS
ClearQuest	•ECM •Portals Rollout •COD •FSA Security •SLC •EAI/ITA •Application Excellence (CMDM)	•Application Excellence (IFAP) •Consistent Answers	•eZ-Audit •eCBS
RequisitePro	•Lender Payment Process Redesign •eZ-Audit	•COD	•Consistent Answers •DMCS

Tool Metrics (continued)
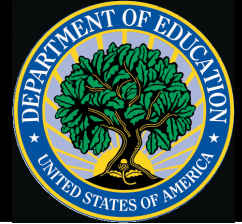
Tool	Project	Current Users	In Production?	Total Planned Users (8/31)
ClearCase	FMS	18	Yes	24
	Portals Rollout	0	Yes	TBD
	EAI	2	No	15
	TOTALS	**24**		**51**
ClearQuest	COD	20	Yes	20
	EAI/ITA	10	Yes	10
	ECM	50	Yes	75
	FSA Security	4	Yes	TBD (4 right now)
	Portals Rollout	12	Yes	12
	SLC	2	Yes	TBD (2 right now)
	Application Excellence	25	Yes	35
	Consistent Answers	**0**	**No**	**15 ModPartner, TBD remote users**
	TOTALS	**123**		**173**
RequisitePro	Consistent Answers	0	No	4
	COD	1	No	2
	DMCS	0	No	5
	eZ-Audit	3	Yes	5
	Lender Payment Process Redesign	1	Yes	1
	TOTALS	**5**		**17**
N/A	**TOTAL FOR ALL TOOLS**	**152**		**241**

Tool Metrics (continued)

	High Usage Users (more than 2 hours/day)			Medium Usage Users (less than 2 hours/day but atleast once a day)			Low Usage Users (use less than once a day)		
	6/7/2002	7/7/2002	8/31/2002 (Estimate)	6/7/2002	7/7/2002	8/31/2002 (Estimate)	6/7/2002	7/7/2002	8/31/2002 (Estimate)
ClearCase:									
FMS	0	0	0	10	10	10	8	8	14
Portals Rollout	0	0	TBD	0	0	TBD	0	0	TBD
EAI	0	0	0	0	0	0	0	2	15
TOTALS	0	0	0	10	10	10	8	10	29
ClearQuest:									
COD	0	0	0	1	2	2	19	18	18
EAI/ITA	0	0	0	0	0	0	10	10	10
ECM	0	0	0	8	8	10	31	42	65
FSA Security	0	0	0	0	0	0	4	4	4
Portals Rollout	0	0	0	0	0	6	12	12	6
SLC	0	0	0	0	0	0	2	2	2
Consistent Answers	0	0	0	0	0	5	0	0	10
Application Excellence	0	0	0	4	4	6	4	21	29
TOTALS	0	0	0	13	14	29	82	109	144
RequisitePro:									
eZ-Audit	0	0	0	0	0	0	0	3	5
Consistent Answers	0	0	0	0	0	0	0	0	4
COD	0	0	0	0	0	0	1	1	2
Lender Payment Process Redesign	0	0	0	0	0	0	1	1	1
DMCS	0	0	0	0	0	0	0	0	5
TOTALS	0	0	0	0	0	0	2	5	17
TOTAL FOR ALL TOOLS	0	0	0	23	24	39	92	124	190

Project Status

	Design		Pilot		Implementation		Turnover to Production	
	Planned	Actual	Planned	Actual	Planned	Actual	Planned	Actual
ClearCase:								
FMS	2/22/02	3/25/02	N/A	N/A	3/22/02	3/25/02	4/22/02	4/22/02
Portals Rollout	2/22/02	2/22/02	N/A	N/A	3/7/02	3/18/02	TBD	
EAI	3/31/02	5/15/02	N/A	N/A	5/15/02	5/31/02	7/15/02	
ClearQuest:								
COD	11/16/01	1/7/02	11/30/01	12/7/01	1/18/02	2/1/02	4/15/02	4/29/02
ECM	12/11/01	12/11/01	4/2/02	4/2/02	1/8/02	2/11/02	9/30/02	
FSA Security	11/21/01	11/21/01	N/A	N/A	2/5/02	2/15/02	2/15/02	2/15/02
Portals Rollout	2/22/02	2/22/02	3/1/02	2/28/02	3/22/02	3/7/02	3/22/02	3/7/02
SLC	2/22/02	2/20/02	N/A	N/A	3/8/02	3/6/02	3/6/02	3/6/02
Consistent Answers	7/5/02	7/2/02	N/A	N/A	7/19/02		7/22/02	
Application Excellence	3/15/02	3/17/02	N/A	N/A	3/29/02	3/29/02	4/30/02	5/16/02
RequisitePro:								
eZ-Audit	3/15/02	4/30/02	N/A	N/A	3/15/02	5/3/02	7/15/02	6/27/02
COD	5/1/02	5/1/02	N/A	N/A	5/15/02	5/15/02	TBD	

NOTE: The EAI/ITA ClearQuest and the Lender Payment Process Redesign RequisitePro implementations are not included above since they predate the ModPartner Rational team.

# Project Status Descriptions
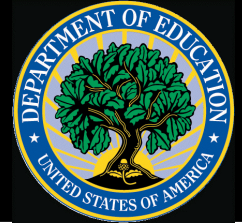
- ## ClearQuest
  - **EAI/ITA** – The EAI and ITA ClearQuest schema was created by Josh Stauffer in July 2001. The implementation predated the ModPartner Rational team but is maintained by Jay Niemczyk of the Rational team for user creation and minor schema changes.

  - **ECM** – A decision to proceed with the ECM tool was reached on 5/16 and additional groups have begun using the pilot, including FAFSA, CPS, and Pin Site.
    - Estimated or Actual Completion Dates
      - Design: 12/11/01
      - Implementation : 2/11/02
      - Pilot: 4/2/02
      - Turnover to Production: 9/30/02

  - **COD** – The COD Change Request schema went live on 4/29. It is maintained by Idoya Oscariz of COD.
    - Actual Completion Dates
      - Pilot: 12/7/01
      - Design: 1/7/02
      - Implementation : 2/1/01
      - Turnover to Production: 4/29/02

  - **FSA Security** – The FSA Security Corrective Actions tracker was implemented in February and is being maintained by Bob Ingwalson.
    - Actual Completion Dates
      - Design: 11/21/01
      - Implementation: 2/15/02
      - Turnover to Production: 2/15/02
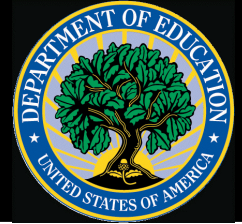
- **SLC** – The SLC Change Control and Library Item schemas were implemented on March 6, 2002 and were turned over to Lana Gourdine for on-going maintenance.
  - Actual Completion Dates
    - Design: 2/20/02
    - Implementation: 3/6/02
    - Turnover to Production: 3/6/02

- **Portals Rollout** – The Portals Rollout SIR Tracking schema was implemented on March 7, 2002. It is being used by the testing and development teams to track SIRs. Bryan Hykes is the project administrator.
  - Actual Completion Dates
    - Design: 2/22/02
    - Pilot: 2/28/02
    - Implementation: 3/7/02
    - Turnover to Production: 3/7/02

- **Application Excellence** – Lisa Phillips is the project administrator. She has created a Credit Management Data Mart Request (CMDM) schema that her team has begun using to track SIRs. She is currently working on a Financial Partners Data Mart (FPDM) Request schema based on Colleen Kennedy's requests.
  - Estimated or Actual Completion Dates
    - Design: 3/17/02
    - Implementation: 3/29/02
    - Turnover to Production: CMDM schema went into production on 5/16; TBD on the FPDM schema(working with Colleen Kennedy to get approval)
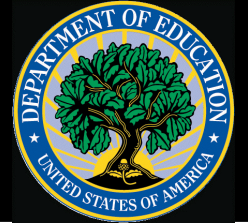
- **Consistent Answers** – Becky Baur and the Consistent Answers team worked with Jay Niemczyk of the Rational Support Team to develop their ClearQuest requirements for 2 record types: SIR's and CR's. The implementation is scheduled to be completed on 7/19 and turned over to production on 7/22.
    - Estimated or Actual Completion Dates
        - Design: 7/2/02
        - Implementation: 7/19/02
        - Turnover to Production: 7/22/02

- **ClearCase**
  - **FMS** – The FMS development team and database administrators, 18 users, have been trained and are now using ClearCase as their code repository.
    - Actual Completion Dates
      - Design: 3/25/02
      - Implementation: 3/25/02
      - Support: 4/22/02
      - Turnover to Production: 4/22/02

  - **Portals Rollout** – The Portals Rollout ClearCase implementation is complete. Currently the team is using Visual SourceSafe. There is no timetable for when they will begin using ClearCase.
    - Estimated or Actual Completion Dates
      - Design: 2/22/02
      - Implementation: 3/18/02
      - Support: 3/14/02
      - Turnover to Production: TBD

  - **EAI** – The EAI Unix ClearCase repository was implemented on 5/31. Continued prototyping and refining EAI ClearCase processes. Configured ClearCase to automate EAI source code policy.
    - Estimated or Actual Completion Dates
      - Design: 5/15/02
      - Implementation: 5/31/02
      - Turnover to Production: 7/15/02

- ## RequisitePro
  - **Lender Payment Process Redesign** – This project predates the ModPartner Rational team. RequisitePro was implemented for them by Samson Abebe in September 2001.

  - **eZ-Audit** – The eZ-Audit RequisitePro project was turned over to production on 6/27. The project is stored on the EDNET. Three users were setup to be able to access the project. Some initial coaching and project administration was completed by Jay Niemczyk and on-going administration of the project was turned over to Maja Dragnic, the team administrator of the project.
    - Actual Completion Dates
      - Design: 4/30/02
      - Implementation: 5/3/02
      - Turnover to Production: 6/27/02

  - **COD** – A RequisitePro project was created on the Rational NT server on the VDC for COD. The requirement types and requirement attributes were created. Users will be added and the existing requirements loaded into the project once the team is ready to use the project.
    - Estimated Completion Dates
      - Design: 5/1/02
      - Implementation: 5/15/02
      - Turnover to Production: TBD

Issues and Action Items

Issue /Action Item	Resources	Target Date	Status Comments
Develop and submit the Service Level Agreement for the Rational server and application portfolio managed at the VDC.	Frank Kidd	7/31	A new SLA will be developed after Rational has been upgraded and moved to the new server.
Rational applications need to reside on a dedicated server. Non-Rational applications need to be reviewed for removal from the Rational server.	Frank Kidd, Paul Capotosto, and the VDC	7/7	RequisitePro and ClearQuest web applications were moved to the newly acquired GFE machine on 7/2. Tests are still being conducted on the new implementations. ClearCase for Windows will stay on the existing server for the time being.
RequisitePro encounters an ODBC error when trying to connect to projects on the VDC from either EDLAN desktops or computers on the Accenture LAN.	Samson Abebe	7/26	RequisitePro was moved to the newly acquired GFE machine. Initial tests were successful. Further tests will be conducted to make sure no errors occur connecting to projects.
ClearQuest requires the 'iUser' account to be active on the Rational web server, but this violates FSA security policies.	Frank Kidd, Samson, Abebe, Ron Langkamp, the VDC	7/26; Resolved: 7/2	The Rational web applications for ClearQuest and RequisitePro were moved to the newly acquired GFE machine. The settings on this machine satisfy security policies. This issue has now been resolved.